

Missouri State Fleet Information System

Users Guide

Repair Request Screen

(FOR SERVICE AT THE OA/VEHICLE MAINTENANCE FACILITY IN JEFFERSON CITY, MO)

Overview:

State agencies can initiate an online request for service at the OA Vehicle Maintenance Facility in Jefferson City through the State Fleet Information System. Agencies are encouraged to utilize the online repair request to facilitate the scheduling of repairs.

System users with Repair Request security access will be able to initiate repair requests and view other repair related information.

Emails are sent from the system to the agency primary maintenance contact to confirm scheduling of repair requests and to notify agencies when the service is complete and vehicle is ready to be picked up.

Search for a Repair Request

Enter one of the following: *Repair #, VIN, License, or Inventory #* and select *Search*. If more than one repair request is in progress (not completed) a window will display a list of all repair numbers to select and return to the Repair Request screen.

Initiate a New Repair Request:

Enter one of the following: *VIN, License #, or Inventory #* and select *Initiate New Repair Request*.

Data Fields Populated Automatically:

All of the below fields are auto filled with data on the Vehicle Data and Assignment Data screens. If inaccurate, the system must be updated before proceeding with the Repair Request. Once the data fields listed above are entered on a repair request or the assignment data screen, all future repair requests will be auto filled.

The following information is displayed according to data on the Vehicle Data and Assignment Data screens:

- **Agency Number** and Description (from Assignment Data Screen)
- **Organization Number** and Description (from Assignment Data Screen)
- **Year, Make and Model** (from Vehicle Data Screen)

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- **Last PM1, PM2, & PM3, odometer reading and date** (as entered on Maintenance & Repair Data Screen)
- **Maintenance Contact 1** (from Assignment Data Screen), REQUIRED if blank
- **Maintenance Contact 2** (from Assignment Data Screen), OPTIONAL
- **SAM II Customer #:** (from Assignment Data Screen), REQUIRED if blank

- **Request Approval if Repair Exceeds:** OPTIONAL. Enter an amount that requires agency approval before work is performed. OA Vehicle Maintenance Staff will contact the primary maintenance contact with estimated repair amount.

- **Preferred Repair Date:** Enter date you prefer work to be performed. Please DO NOT request same day service with online repair requests. Vehicle Maintenance Staff will make every attempt to review and schedule your online request within one business day.

➤ **Select Service/Repairs**

From the list of **Common Repairs**, select the service requested by clicking on the repair name. Items that you click on will automatically appear in the **Selected Repairs** column to the right. To remove a *Common Repair*, select the repair and select the *Remove Row* button.

OR Enter additional repair details in the text box at the bottom of the page. This is your opportunity to describe in more detail the work that needs to be performed or a description of the problem that needs to be resolved.

View PM Level Details

To see a list of service items included in PM 1, PM 2 and PM 3, select the View PM Level Details button. A small window will pop up and you can select the appropriate radio button to view the details of a PM Level.

Save Repair Request without Submitting it to OA Vehicle Maintenance

To save the data in your repair request without submitting it, select the *Save at Initial Entry* button. A repair request number will be assigned to the request. Record that number to retrieve it and complete the repair at a later time.



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Submit Repair Request

To submit your repair request to OA Vehicle Maintenance, select the Submit Repair Request button on the bottom right side of the page. By submitting the request, you are authorizing Vehicle Maintenance to perform the requested service.

Repair Status Definitions

- **Initial Entry:** Agency can make changes to the repair request.
- **Ready to Schedule:** Agency cannot make changes to the repair request. Waiting for OA Vehicle Maintenance to set a repair date.
- **In Shop:** Vehicle is at OA/Vehicle Maintenance for service
- **Outside Labor:** Vehicle has been taken to an outside repair facility for service
- **Completed:** Repair is completed and vehicle is ready to be picked up.